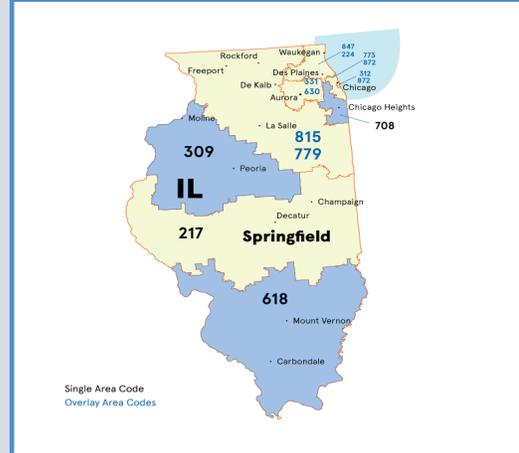


## Frequently Asked Questions (FAQS)

### 988 Conversion to 10-Digit Local Dialing for the Illinois 309, 618 and 708 Area Codes



Why is the 988-prefix changing to a 3-digit abbreviated dialing code?

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. In order for 988 to work in the Illinois 309, 618 and 708 area codes, 10-digit local dialing (or 1+10-digit dialing) must first be implemented.

What is the impact of making the 988 a 3-digit dialing code?

In the area codes where the 988 is an assigned, working prefix, local calls will have to be dialed using all 10-digits of the phone number. To complete all local calls, you will need to dial the **area code + telephone number or (1+area code + telephone number)**. This applies to all calls within your area code that are currently dialed with 7-digits.

What states/area codes are impacted by this Order?

There are 37 states and 83 area codes that are impacted by this Order where the 988 prefix is a working prefix and has 7-digit local dialing. **This includes the entire Illinois 309, 618, and 708 area codes** (shown in blue on the map above). Areas shown in yellow on the map are not affected by this change.

<p>Will everyone in the 309, 618, and 708 area codes have to dial 10-digits for a local call or just the people with 988 numbers?</p>	<p>Yes. Every customer in the entire 309, 618 area codes will change to <b>mandatory</b> 10-digit dialing and in the 708 area code to 1+10-digit dialing for local calls. Dialing 7-digits for local calls will be prohibited for all customers in all three entire area codes.</p>
<p>Why is 10-digit dialing going to be required in these area codes?</p>	<p>The FCC ordered that these area codes be transitioned to 10-digit local dialing to <b>ensure everyone is able to reach</b> the National Suicide Prevention Lifeline using the 3-digit 988 code.</p>
<p>How is this going to happen?</p>	<p>The North American Numbering Plan Administrator (NANPA) developed, based on input from covered service providers, an implementation schedule that will allow all covered providers to meet the transition deadline in an efficient manner that best accounts for the challenges each covered provider faces.</p>
<p>Will I have to change my phone number?</p>	<p>No. One of the reasons for changing to 10-digit local dialing is to avoid the need to change people's telephone numbers.</p>
<p>Will I be able to begin 10-digit local dialing before it becomes mandatory?</p>	<p>Yes. Beginning <b>April 24, 2021</b>, you should start dialing 10-digits (area code + telephone number) in the 309 and 618 area codes and 1+10 digits (1+ area code + telephone number) in the 708 area code for all local calls. If you forget and dial just 7-digits, your call will still be completed.</p>
<p>When will 10-digit local dialing become mandatory?</p>	<p>Beginning <b>October 24, 2021</b>, you must dial 10-digits (area code + telephone number) in the 309 and 618 area codes and 1+10 digits (1+ area code + telephone number) in the 708 area code for all local calls. On and after this date, local calls dialed with only 7-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using 10-digits (area code + telephone number) in the 309 and 618 area codes and 1+10 digits (1+area code + telephone number) in the 708 area code.</p>
<p>What other changes need to be made?</p>	<p>In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7-digit numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are:</p>

	<ul style="list-style-type: none"> <li>• life safety systems or medical monitoring devices</li> <li>• PBXs</li> <li>• fax machines</li> <li>• Internet dial-up numbers</li> <li>• fire or burglar alarm and security systems or gates</li> <li>• speed dialers</li> <li>• mobile or other wireless phone contact lists</li> <li>• call forwarding settings</li> <li>• voicemail services and other similar functions</li> </ul> <p>Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.</p>
<p>What will stay the same?</p>	<ul style="list-style-type: none"> <li>• Your telephone number, including current area code, will not change</li> <li>• The price of a call, coverage area, or other rates and services will not change due to the dialing change</li> <li>• What is a local call now will remain a local call regardless of the number of digits dialed</li> <li>• You will continue to dial 1+ the area code + telephone number for all long-distance calls</li> <li>• Callers will still be expected to dial a prefix (such as “9”) when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required</li> <li>• You can still dial just three digits to reach 711 (relay services) and 911 (emergency services)</li> <li>• Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their 3-digit codes</li> <li>• The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect</li> </ul>
<p>When can I begin dialing “988” to reach the National Suicide Prevention Lifeline?</p>	<p>Beginning <b>July 16, 2022</b>, dialing “988” will route your call to the National Suicide Prevention Lifeline. <u>Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.</u></p>
<p>Who can I contact if I still have questions?</p>	<p>If you have any questions regarding information provided in this notice, please call your local service provider for more information. You can also visit the FCC website at <a href="https://www.fcc.gov/suicide-prevention-hotline">https://www.fcc.gov/suicide-prevention-hotline</a>.</p>